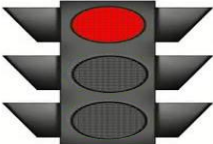
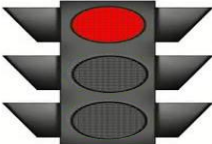


EMS Total (Turnout + Travel) Time Defect Rate Louisville Fire Department

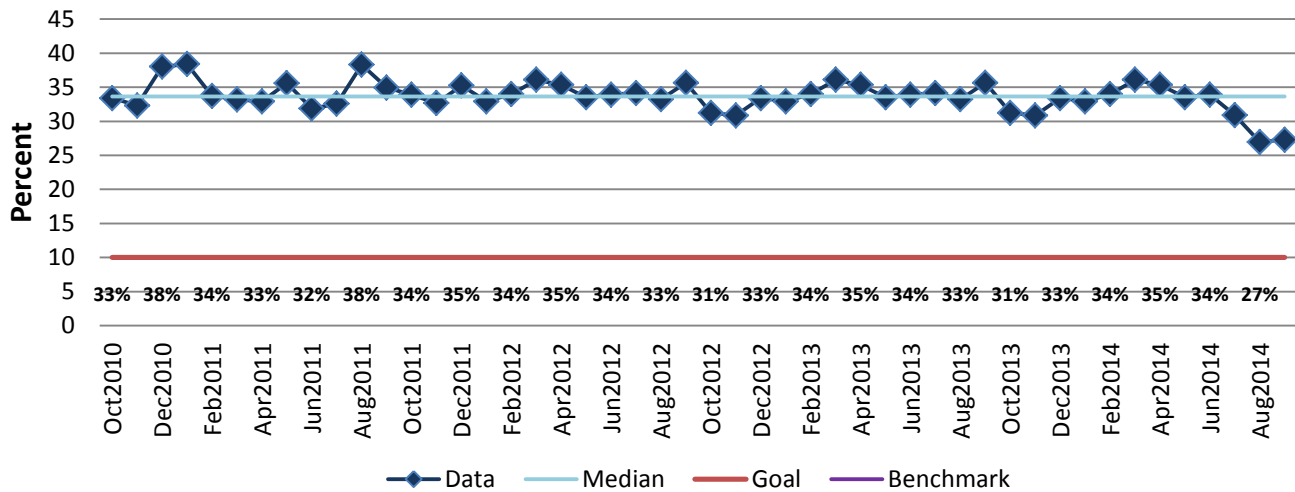


KPI Owner: Fire Department Chief of Staff

Process: Response Process

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY 14 avg. = 33.7%		Data Source: Firehouse Analytics Goal Source: NFPA 1710 Benchmark Source: NFPA 1710	Plan-Do-Check-Act Step 3: Determine and quantify root causes		
Goal: First responding units are late (>300 sec) to no more than 10% of incidents.			Measurement Method: Percentage of incidents in which the first responding unit took more than 300 seconds to arrive.		
Benchmark: 90% within 300 seconds			Why Measure: To assure citizens of a timely response to emergencies Next Improvement Step: TBD		
How Are We Doing?					
Oct2013-Sep2014 12 Month Goal	Oct2013-Sep2014 12 Month Actual		Sep2014 Goal	Sep2014 Actual	
10%	32%		10%	27%	
Percent	Percent		Percent	Percent	

EMS Total (Turnout + Travel) Time Defect Rate



September 2014 Total Time Histogram

